

Tricia.DeSanty

2012-177-WS

246267
SA

From: Jocelyn.Boyd
Sent: Friday, September 13, 2013 12:31 PM
To: charles.terreni@terrenilaw.com; selliot@elliottlaw.us; Hipp, Dawn
Cc: Deborah.Easterling; Tricia.DeSanty
Subject: FW: update on service provided by Utilities, Inc/Tega Cay Water Service

POSTED
9/16/13
too 3.25

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From: Linda Stevenson [mailto:lks@comporium.net]
Sent: Thursday, September 12, 2013 4:50 PM
To: Linda Stevenson
Subject: update on service provided by Utilities, Inc/Tega Cay Water Service

We need to have you stand up and deny this company the right to continue their poor quality of service to the people who use Lake Wylie for recreation and drinking water.

There have been four more sewage spills in Tega Cay!!! This despite the fact that Utilities, Inc/Tega Cay Water Service (UI/TCWS) had workers/engineers brought in from surrounding states to work on the system after they experienced 25 sewage spills in the months from January to May 2013. The citizens of Tega Cay have now experienced 29 sewage spills this year which do not include the ones that occurred in private homes and are NOT reported to DHEC.

No citizens reported receiving notification of these spills and pictures show children swimming in the lake while the spills occurred. The people cleaning the site did not suggest that the children should not be in the water with sewage flowing into it. This is **unforgiveable** and Mr. Durham does not understand why there is no TRUST in this company! What if these were his children or grandchildren?

The citizens of Tega Cay and all of the surrounding area who use the lake for recreation and drinking water deserve much better than they receive from Utilities, Inc.

We want the sewage collected in Tega Cay to be sent to Rock Hill Sewage Treatment Plant which is large enough to treat the sewage. We want the sewage plants on the golf course in Tega Cay closed and dismantled. We want Utilities, Inc. to pay for this in the same manner that BP had to pay to clean up their spills in the gulf.

Utilities, Inc has been under a Corrective Action Plan (CAP) written by DHEC since 2009 (Consent Order 09-042-W) and another one in 2011 (Consent Order 11-004-W) to stop the sewage spills and repair the system. Following the quarter of a million gallons of sewage that spilled from January to May 2013, the company reported they had fixed everything. All manholes were examined and repaired. Slip lining occurred in certain areas. Smoke testing and camera work was completed and the system was

repaired. The company reported those spills occurred due to a high rate of rain. Well, we have not had any rain recently yet we had four (4) more spills, two of which went into Lake Wylie. It appears these spills have not been prevented or minimized in the five years that have passed since the first CAP. We know the company has been given enough time to correct the problems. We are not the only area of South Carolina or other parts of the country experiencing problems with Utilities, Inc. Now we want action for the people of this area. We have been patient enough yet continue to receive the same poor customer service, violations of the Clean Water Act, more promises to do better, and more letters from Utilities, Inc describing what has been done! FIVE YEARS to correct the problems associated with this system. Surely that is enough time to make the necessary corrections.

We have paid for maintenance and repairs and PSC has granted 4 rate increases to this company the last one as recently as January 8, 2013. It is obvious that the maintenance and repair work was NOT completed in a sufficient manner to correct the problems.

We seek relief from this poor service. I personally have been asking for relief since 2006. I experienced a sewer spill in my home on Easter week-end in 2011. Surely there is someone who will take action and see that we get the service we have been paying for, continue to pay for and deserve.